EXHIBIT A

Operation of the Call Center:

a. The Operator shall operate and staff the Call Center between the hours of 7:00 AM and 10:00 PM on each Monday through Friday and between the hours of 8:00 AM and 10:00 PM on each Saturday and between 8:00 AM and 5:00 PM on each Sunday and national holiday except December 25th of each year, or as otherwise agreed by the Parties. During periods outside of the staffed hours, customer calls will be forwarded to staff at the transit agencies of the Municipalities.

b. In instances of inclement weather, the Operator will take reasonable steps to keep the Call Center open and staffed.

c. Requests for changes to the hours of operation of the Call Center may be initiated at any time by any Party. All Parties must agree in writing to any changes and to the timeframe for implementation of any proposed change. In no event shall the timeframe for any change in hours of operation be less than 30 days.

Operator Functions:

a. Customer Information Associates – Operator will hire, train, and provide on-going training to customer information associates (hereinafter "CIAs") in order to prepare them to handle all Call Center duties consistent with performance standards as set forth below.

b. Trip planning – CIAs will provide informed assistance to customers in planning transit trips. Provided current, accurate information has been provided to Operator by the transit agencies of the Municipalities, bus and paratransit service information will be kept current in the publicly accessible website at www.gotriangle.org or as otherwise agreed by the Parties.

c. Schedule information – CIAs will provide customers with information about current schedules and upcoming schedule changes for every Party's bus and paratransit system, provided accurate and current information has been provided to Operator.

d. Real-time bus status – CIAs will inform customers of predicted bus arrival and departure times and incidents and delays in response to questions about the status of bus locations. CIAs will rely on the GoLive real-time passenger information system when available. If not available, they will contact local agency dispatchers to provide current and accurate information about incidents and delays. When it becomes available, customers will be directed through the phone menu to an automated real-time passenger information system.

e. Bus fares and policies – CIAs will answer customer questions about local and regional bus fares and passes, purchasing options, and all other policies of each participating agency (such as, prohibited behavior on-board buses).

f. Complaints/commendations – CIAs will attempt to address customer complaints while on the phone. They will record all customer complaints (whether successfully addressed on the phone or not) or commendations as they are received and will forward them to designated staff at the appropriate transit agency.

g. Lost and Found – Customers will be able to connect with the designated contacts at every transit agency for Lost and Found information either through the CIAs or through the Call Center's phone menu.

h. Paratransit information and applications – CIAs will provide customers with information about each participating transit agency's paratransit services and eligibility criteria. They will also send out paratransit eligibility applications to customers.

i. Paratransit Scheduling and Trip Canceling – Customers will be able to connect with the designated contacts at each transit agency for scheduling or canceling paratransit trips either through the CIAs or through the Call Center's phone menu.

j. Rideshare information and matching – CIAs will provide information about carpooling and vanpooling in the Triangle and assist customers with on-line ridematching requests.

k. Emergency Ride Home information – CIAs will provide customers with information about the regional Emergency Ride Home program, and will send out brochures or registration forms upon request.

l. On-line pass sales processing – CIAs will process purchases from the GoTriangle.org on-line store.

m. GoTriangle Customer Service window and pass sales – CIAs will staff the GoTriangle Customer Service Window responding to customer questions and selling fare media. These staff will also be responsible for responding to customer phone calls.

n. Mailing informational brochures – CIAs will mail route brochures and other informational brochures to customers upon request.

o. Regional data maintenance protocol – Maintain, update, and administer the regional data maintenance protocol to ensure that all customer information systems are updated with accurate data within the appropriate implementation timeline.

p. Maintenance of data accuracy (optional) – Parties may exercise the option of having the Call Center perform the following data maintenance activities:

   i. Maintain bus route, schedule, stop data used by area transit agencies in their ITS systems, including but not limited to automatic passenger counters, AVL/Real-Time system, electronic fare box system, and Google Transit trip planner system.

   ii. Deploy updates to the aforementioned ITS systems for service changes, and assist maintenance personnel with data updates to vehicle headsigns and automatic voice annunciators.

   iii. Compile, sort and verify the accuracy of all data before it is deployed to the transit ITS systems.

       iv.   Act as the primary contact for support / maintenance calls with vendors who host/develop the transit ITS systems.

<u>Call Center Performance</u>:

The Regional Call Center will be expected to meet the following performance standards for customer calls:

    a.   Answer 90% of all incoming customer calls within 30 seconds;

    b.   Answer 75% of all incoming calls by customers, who are not choosing automated real-time bus location information, with a "live agent" before a customer is sent to a waiting queue;

    c.   Maintain an average duration for calls handled by CIAs of 100 seconds (or 1 minute and 40 seconds);

    d.   Record and forward all complaints and commendations to the designated staff at the appropriate agency within 24 hours;

    e.   Mail brochures to customers within 48 hours of receiving a request.